



Serial #: \_\_\_\_\_



## Instruction Manual for the ***Chefmate***<sup>®</sup> Countertop Soup Warmer Model CPSKB1

### **For Service on Your Soup Warmer:**

1. Visit our website at ***www.globeslicers.com***  
(select the Support / Parts drop down).
2. Or call the Globe Service Department at 937-297-7247 and ask for contact information for your local service company.

Visit our website for information on additional products available from Globe.

***www.globeslicers.com***

***Slicers, Mixers, Meat Choppers, Scales & Countertop Cooking Equipment***

### **- IMPORTANT SAFETY NOTICE -**

This manual contains important safety instructions which must be strictly followed when using this equipment.

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## Attention Owners and Operators

Globe's equipment is designed to provide safe and productive processing, cooking and warming of food products as long as the equipment is used in accordance with the instructions in this manual and is properly maintained. Unless the operator is adequately trained and supervised there is a possibility of serious injury. Owners of this equipment bear the responsibility to make certain that this equipment is used properly and safely, and to strictly follow all of the instructions contained in this manual and the requirements of local, state or federal law.

Owners should not permit anyone to touch this equipment unless they are over 18 years old, are adequately trained and supervised, and have read and understood this manual. Owners should also ensure that no customers, visitors or other unauthorized personnel come in contact with this equipment. Please remember that Globe cannot anticipate every circumstance or environment in which its equipment will be operated. It is the responsibility of the owner and the operator to remain alert to any hazards posed by the function of this equipment. If you are ever uncertain about a particular task or the proper method of operating this equipment, ask your supervisor.

This manual contains a number of precautions to follow to help promote safe use of this equipment. Throughout the manual you will see additional warnings to help alert you to potential hazards.

**Warnings affecting your personal safety are indicated by:**



or



**Warnings related to possible damage to the equipment are indicated by:**



If any warning labels or this manual are misplaced, damaged, or illegible, or if you require additional copies, please contact your nearest representative or Globe directly for these items at no charge.

Please remember that this manual or the warning labels do not replace the need to be alert, to properly train and supervise operators, and to use common sense when using this equipment.

## Key Components of the Countertop Soup Warmer



# Installation

## UNPACKING

Unpack the Soup Warmer immediately after receipt. If the machine is found to be damaged, save the packaging material and contact the carrier within fifteen (15) days of delivery. Immediately contact Globe or your local dealer of the equipment. **You have no recourse to damage after fifteen (15) days.**



### **TO AVOID SERIOUS PERSONAL INJURY:**

- **ALWAYS** install equipment in a work area with adequate light and space.
- **ONLY** operate on a solid, level, nonskid surface that is nonflammable and away from sinks and water hazards.
- **NEVER** bypass, alter or modify this equipment in any way from its original condition. Doing so may create hazards and will void warranty.
- **NEVER** operate the Soup Warmer without all warnings, including the sticker attached to line/cord.



### PROPER GROUNDING

**THIS MACHINE IS PROVIDED WITH A THREE-PRONG GROUNDING PLUG. THE OUTLET TO WHICH THIS PLUG IS CONNECTED MUST BE PROPERLY GROUNDED. IF THE RECEPTACLE IS NOT THE PROPER GROUNDING TYPE, CONTACT AN ELECTRICIAN. DO NOT, UNDER ANY CIRCUMSTANCES, CUT OR REMOVE THE THIRD GROUND PRONG FROM THE POWER CORD OR USE ANY ADAPTER PLUG (Fig. 5-1 and Fig. 5-2).**



Fig. 5-1 Correct



Fig. 5-2 Incorrect

Use warmer in properly ground outlets only.

1. Complete the warranty card and mail it to Globe or register online at [www.globeslicers.com/warranty.asp](http://www.globeslicers.com/warranty.asp).
2. Soup Warmer and outside covering/containment unit will become HOT during and after use. Use caution when touching the unit.

### SAVE THESE INSTRUCTIONS

#### Power Cord:

- A shorter power cord is provided to reduce risk of someone becoming entangled or tripping.
  - Proper Use of extension cord, if required.
1. The extension cord should be a grounding-type 3-wire cord: the marked electrical rating of the extension cord should be at least as great as the electrical rating of the appliance
  2. The cord should be arranged so that it will not drape over the countertop or tabletop where it can be pulled on by children or tripped over unintentionally.
  3. Check local fire & safety ordinances before using any extension cords.  
**DO NOT USE** if power cord or extension cord is damaged.

# Installation

## **INSTALLATION**

1. Read this manual thoroughly before installation and operation. DO NOT proceed with installation and operation if you have any questions or do not understand anything in this manual. Contact your local representative or Globe first.
2. Remove the Soup Warmer from the box. Once your warmer has been removed from the packaging, be certain that all protective plastics and residues are removed from all surfaces.
4. Inspect the Soup Warmer to ensure all parts have been provided, if applicable.
3. Select a location for the Soup Warmer that has a level, solid, nonskid surface that is nonflammable and away from water hazards or sinks, and is in a well-lighted work area away from children and visitors.
5. Install the Soup Warmer in its location with at least 5" between the appliance and the walls or other objects.
6. Proper connections and power supply are essential for efficient performance.



This equipment gets EXTREMELY HOT so make sure all flammable/combustible materials are set away from this equipment.

### ***COMMISSIONING:***

Commissioning of your new Soup Warmer is of the utmost importance. Commissioning is the thorough and methodical testing of the equipment, sub systems, and systems to ensure that the final product functions properly and safely at the work site. By identifying any potential problems (i.e.: equipment location, ventilation, local fire/ electrical codes, installation, operator training and certification) prior to equipment being placed into service, costly outages and potential damages may be avoided.

***SAFETY ALWAYS.***

# Safeguards & Safety Instructions



## **WARNING** TO AVOID SERIOUS PERSONAL INJURY:

- **DO NOT** operate the Soup Warmer before reading the instruction manual.
- **DO NOT** operate the Soup Warmer empty.
- **ALWAYS** disconnect or unplug electrical power before cleaning, servicing or adjusting any parts or attachments.
- **NEVER** bypass, alter, modify or attach any unauthorized parts to this equipment. Doing so may create hazards and will void warranty.
- **NEVER** operate Soup Warmer with a damaged power cord or plug.
- **NEVER** leave the Soup Warmer on overnight or for prolonged periods of non-use.
- **NEVER** use the Soup Warmer as a heating source for your kitchen, space, or room.
- **ALWAYS** keep hands, hair and cloth away from heated warmer.



### **IMPORTANT SAFEGUARDS & SAFETY INSTRUCTIONS**



When using electrical appliances, basic safety precautions should always be followed. DO NOT operate Soup Warmer if unit appears damaged or malfunctions in any manner. Call customer service for assistance.

Including the following:

- Do not touch warmer or lift out the inner warming bowl while warmer is on.
- To protect against electrical shock, do not immerse cord, plugs, or appliance in water, dishmachine or in any liquid.
- Close supervision is necessary when Soup Warmer is being used. Operator must be properly trained on all operational and safety procedures, especially when using near children.
- Unplug unit when not in use and before cleaning. Allow unit to cool before moving or cleaning.
- The use of any accessories or cooking pans, which are not recommended by the manufacturer, may cause fire or injuries.
- Do not use outdoors. For indoor use only.
- Do not allow power cord to hang over edge of table or counter, or to touch hot surfaces.
- Do not place the Soup Warmer in, on, or near open flames, electric burners, heated ovens, or other high temperature equipment or surroundings.
- To disconnect, turn off all controls then gently remove plug from wall outlet.
- Do not use Soup Warmer for anything other than warming.
- Do not immerse Soup Warmer in water, as this will cause permanent damage to unit.
- Use CAUTION always when filling or emptying the warmer with water. Make sure the unit is unplugged before filling and unplugged before emptying water to avoid risk of electric shock.
- Before cleaning the Soup Warmer – Unit must be unplugged and cool to touch.
- Caution - To ensure continued protection against risk of electric shock, connect to properly grounded outlets only.
- Do not heat any pots or pans inside of the warmer.
- Allow sufficient space around the cooking area and always place unit on level flat surface. Keep unit a minimum of 5" from wall or other equipment or obstructions to avoid fire or heating of other objects.
- Never use heat the warmer with plastic or foil covering the inner warming pot.
- When storing, empty all water. DO NOT place any object(s) on top of the Soup Warmer.



**FOR COMMERCIAL USE ONLY, SAVE THESE INSTRUCTIONS**

# Safeguards & Safety Operating Instructions

## Operating the Soup Warmer

Before operating Soup Warmer, it should be checked to see that it is sitting level.

**NOTE: Always wipe down the outer surface of the inner pot before placing it inside the warmer. Any moisture remaining on inner pot surface may cause a crackling noise while the unit is heating up. Except for actual cooking area, keep all surfaces dry to prevent damage to the inner working of the appliance while it is in operation.**

- Wash inner pot and lid in warm soapy water. Rinse and dry thoroughly.
- Never immerse outer pot in water.
- Always place inner pot inside outer base before plugging in the Soup Warmer.
- When plugging in the warmer, always be sure base pot contains at least 2.5 cups of water.  
NOTE: Add more water to the soup warming base when using Soup Warmer in higher altitudes.
- Save these instructions and refer to them often.

## Operating Instructions

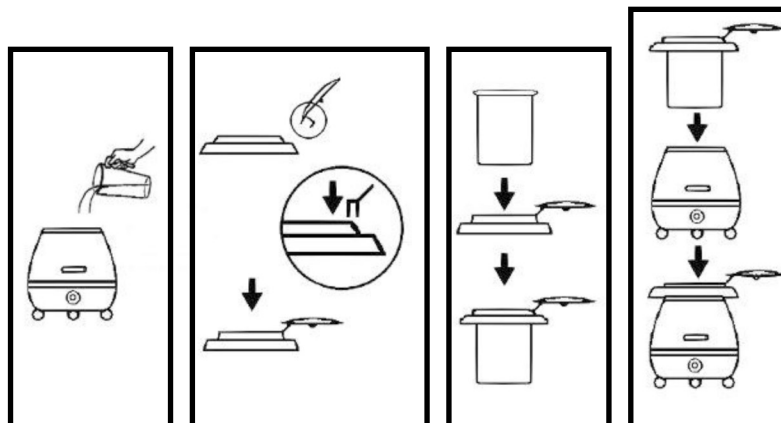
### USE:

1. Connect the appliance to the main power supply.

**NOTE: NEVER** place empty inner warming pot into the warmer.



**CAUTION** - To ensure continued protection against risk of electric shock, connect to properly grounded outlets only. If the power cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.



This equipment is for COMMERCIAL USE ONLY - See Diagram below for visual instructions.

2. Pour water into base of Soup Warmer no higher than the maximum water line marked on the inside of the base. Make sure to check the water level of the warmer every 3 hours or so. Turn off unit, let cool and refill as needed.

NOTE: Add more water to the soup warming base when using Soup Warmer in higher altitudes.

# Operating Instructions

3. Place soup pot into metal ring provided.
4. Slowly lower pot into base using ring to secure.
5. Soup Warmer should be placed on a stable, horizontal surface.

Temperature should be set between 1 and 8. It is recommended that the temperature be set at the lowest acceptable temperature to keep food at a constant temperature.

6. Lid must be in place when not in use.
7. Turn dial to zero and unplug the unit when not in use.

## TO ENSURE FOOD QUALITY AND SAFETY -

### IMPORTANT FOOD SAFETY INFORMATION ABOUT FOOD / SAUCE / SOUP:

- Food, Sauce, and Soup should be held at 40° F or lower in a refrigerator.
- Food, Sauce, and Soup must be fully cooked before using this unit.
- Food, Sauce, and Soup held service holding condition must be at a minimum of 135° F. Time is critical in between refrigeration and warming and should not be held at an in between temperature for very long. Soup stored at 40° F, after being fully cooked, will take approximately 2 hours to reach the 135° F temperature benchmark. Other food items may vary in time to temperature ratio.



Points to remember:

1. Do not operate the Soup Warmer without at least 2.5 cups of water in the base.  
(Add more water to the soup warming base when using Soup Warmer in higher altitudes.)
2. Avoid reaching over the unit when it is operating.
3. Use clean water to fill water reservoir before each use.
4. Never move or carry Soup Warmer when it is hot and/or plugged in.
5. Do not use any parts in microwave or on any cooking/heated surface.
6. Unplug the warmer when not in use.
7. Allow the unit to cool before cleaning.

## Cleaning Instructions

### CAUTION

- **ALWAYS** unplug the Soup Warmer before cleaning.
- **DO NOT** hose down, immerse or pressure wash the Soup Warmer.
- **NEVER** use a scrubber pad, steel wool or abrasive material to clean the Soup Warmer.



**ALWAYS DISCONNECT OR UNPLUG THE ELECTRICAL POWER FROM THE SOUP WARMER BEFORE CLEANING.**

### RECOMMENDED CLEANING

It takes very little time and effort to keep the Soup Warmer attractive and performing at top efficiency. Clean after each use according to the cleaning schedule below:

| PART                             | REQUIRED ACTION                                                                                                                                                                                                                     | FREQUENCY      |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Soup Warmer<br>Inner Warming Pot | Wash thoroughly removing all stuck-on food debris.                                                                                                                                                                                  | After each use |
| Body                             | Wipe down the unit with a damp cloth<br><br>Unplug and after the unit has cooled, empty water from the warmer and wipe dry.                                                                                                         | Daily          |
| Control Knob                     | Warnings: Unit should be turned off when not in use.<br><br>It is recommended that the unit be disconnected from the power supply by shutting off power disconnect switch.<br><br>Use a clean cloth to wipe down controls and knobs | Daily          |



**NEVER** run water over the unit.

### WARNING

An Authorized Servicer should perform any servicing

## Troubleshooting

| ISSUE                   | CAUSE                                   | SOLUTION                                                                                                |
|-------------------------|-----------------------------------------|---------------------------------------------------------------------------------------------------------|
| Soup Warmer not working | Power supply                            | Check power source                                                                                      |
|                         | Power switch has not been turned on     | Check to see if the unit is correctly plugged in and turned on                                          |
|                         | Manual reset breaker has been activated | Manually reset the warmer. Press the push button located on the bottom of the unit to reset the breaker |
|                         | Plug/cord damaged                       | Call for service                                                                                        |

If problems persist and the assigned solution does not remedy the issue, please call our Globe Service Department at: 866-299-8625.

## Limited Warranty

Globe Food Equipment Company ("GFE") warrants to the original purchaser of new equipment that said equipment, when installed in accordance with our instructions within North America and subjected to normal use, is free from defects in material or workmanship for a period of 1 year. The labor warranty is one year from original installation or 18 months from actual factory shipment date whichever date occurs first. Unit must be sent prepaid to GFE for repair. No mileage or travel time is paid.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESSED OR IMPLIED. GFE EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY OR EXPRESSED OR IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

GFE'S OBLIGATION AND LIABILITY UNDER THIS WARRANTY IS EXPRESSLY LIMITED TO REPAIRING EQUIPMENT WHICH PROVES TO BE DEFECTIVE IN MATERIAL OR WORKMANSHIP WITHIN THE APPLICABLE WARRANTY PERIOD. All repairs pursuant to this Warranty will be performed by GFE Service during normal working hours. IN NO EVENT SHALL GFE BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO BUYER OR ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, LOSS OF PROPERTY, PERSONAL INJURY, LOSS OF BUSINESS OR PROFITS OR OTHER ECONOMIC LOSSES, OR STATUTORY OR EXEMPLARY DAMAGES, WHETHER IN NEGLIGENCE, WARRANTY, STRICT LIABILITY, OR OTHERWISE.

This warranty is given only to the first purchaser from a retail dealer. No warranty is given to subsequent transferees.

This warranty does not cover product failures caused by: failure to maintain, neglect, abuse, damage due to excess water, fire, normal wear, improper set up and use. Periodic maintenance, not covered.

This warranty is not in force until such time as a properly completed and signed installation/warranty registration or an online registration form has been received by GFE within 30 days from the date of installation. Register online at [www.globeslicers.com/warranty.asp](http://www.globeslicers.com/warranty.asp).

Proof of purchase is required if extended more than 1 year from date of shipment from the factory

THE FOREGOING WARRANTY PROVISIONS ARE A COMPLETE AND EXCLUSIVE STATEMENT BETWEEN THE BUYER AND SELLER. GFE NEITHER ASSUMES NOR AUTHORIZES ANY PERSONS TO ASSUME FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH SAID EQUIPMENT.

Example of items not covered under warranty, but not limited to just these items:

1. Acts of God, fire, water damage, burglary, accident, theft.
2. Freight damage.
3. Improper installation or alteration of equipment.
4. Use of generic or after market parts.
5. Repairs made by anyone other than a GFE designated servicer.
6. Lubrication.
7. Expendable wear parts, adjustable feet, blown fuses, lamps, etc.
8. Cleaning of equipment.
9. Misuse or abuse.